Classification Summary

Provides procedural and operational advice to users of the District's student services systems; monitors compliance to special student enrollment programs and prepares related reports.

Distinguishing Characteristics

1. Distinguished from Computer Lab Assistant and Computer Center Assistant, who also provide user assistance, by the requirement to assist District staff primarily in the OTIS and Sierra systems which maintain student enrollment and attendance records.
2. Distinguished from Student Services Assistant by lack of requirement to conduct user training sessions and by focus on elementary school applications.

Supervisory Relationships

Reports to the Computing and Information Services Coordinator. May provide technical guidance to other District staff.

Examples of Duties

1. Provide operational and problem-solving guidance to Sierra system users at the elementary school level. Respond to telephone calls by resolving problems, instructing in procedures, and explaining policy.
2. Provide on-site instructions at elementary schools as needed; attend meeting at schools to provide assistance in system procedures and problem solving.
3. Provide information on procedures for student enrollment, attendance records, and on-line transfer of student records using OTIS and Sierra systems.
4. Monitor compliance to non-resident student reporting requirements. Verify tuition payment or tuition waiver status.
5. Maintain separate student enrollment and attendance records for Looking Glass, Stepping Stone, Christian Family Services, and Children's Services Division programs.
6. Prepare reports for computer users or District reporting requirements such as State Attendance Reports and Classification Reports. Compile information, verify completeness and accuracy, and submit final report.
7. Prepare schedules for memo distribution, OTIS system production, and other ongoing projects.
8. Order materials and forms such as class lists, master schedules, District directories, and mailing labels.
9. Enter data into computer files; assign student numbers, District codes, and perform other recordkeeping duties as required.
10. Provide secretarial backup for office operations as assigned.
11. Perform related work as required.

Required Knowledge, Skills and Abilities

1. Knowledge of the operation of OTIS and Sierra computer systems used by the District. Ability to solve basic user problems and provide instructions via telephone communications and on-site visits.
2. Knowledge of state, federal and District reporting requirements in the areas of student enrollment, attendance, and demographics.
3. Ability to communicate effectively orally and in writing, ability to establish and maintain working relationships with District employees as well as student funding program representatives.
4. Ability to maintain accurate, detailed records.
5. Possession of a valid State of Oregon driver's license.

Minimum Qualifications for Class Entry

One year of experience in operation of OTIS and Sierra computer systems and demonstrated to perform system problem solving.

Work Environment

Work is performed in a central Computer and Information Services office.